

REGISTERED COMPANY NUMBER: 04624968 (England and Wales)  
REGISTERED CHARITY NUMBER: 1099020

Report of the Trustees and  
Financial Statements  
for the Year Ended 31 March 2024  
for  
Services for Independent Living

Thorne Widgery Accountancy Ltd  
Chartered Accountants  
Statutory Auditors  
2 Wyevale Business Park  
Kings Acre  
Hereford  
Herefordshire  
HR4 7BS

Contents of the Financial Statements  
for the Year Ended 31 March 2024

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## Services for Independent Living

### Report of the Trustees for the Year Ended 31 March 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **CHAIR'S WELCOME**

Welcome to the Annual Report for Services for Independent Living (SIL). Thank you for taking the time to read the report.

SIL has performed well during the year. In 2023 SIL won the Hereford Times Health and Social Care Award for the Best Place to Work for a second year in a row. Our retention and recruitment of staff during the year meant that we were able to increase our number of staff to 148 at the end of the year. This enabled us to provide more services to disabled and older people, and increase the service hours provided in Homecare and Independent Living at Home (ILH).

We were also able to increase the income from our direct payments section and we provided a significant amount of mental health training during the year. This enabled SIL to make a financial surplus of over £150,000 for the financial year to 31st March 2024.

Overall, in the Health and Social Care sector there are still significant challenges around funding and the retention and recruitment of staff. 80% of our work is charged at Council rates and Councils have faced significant funding issues. The national living wage increased by 10% for 2024/25. The funding that Councils received for social care from central government and from council tax did not increase by this amount. The Council increased the rates paid for homecare by 7% and for supported living by 8%. The Board therefore decided to increase staff wages by 8.5% for 2024/25.

I would like to take this opportunity to thank all SIL staff for providing a first class services to our service users, and the Senior Management Team for our excellent performance during the year managing the retention and recruitment of staff, and producing a financial surplus for the year.

**Angela Higham**  
Chair

**CHIEF EXECUTIVE'S SUMMARY**

Welcome to our Annual Report and Accounts for 2023/24. I hope you find the content interesting and take the time to look through some of our achievements during the year.

SIL was successful during the year in retaining and recruiting staff. Staff numbers increased from 132 at the beginning of the year to 148 at the end of the year - a 12% increase. One of our objectives for the year was to make SIL the employer of choice in our sector and in the year we won the Hereford Times Health and Social Care Award for the Best Place to Work. In March 2024 we awarded an 8% pay rise to all staff. Over the last three years the pay award for staff has been nearly 30%.

The increase in staff has been in front line services and this has meant that we were able to increase our service provision in both ILH and Homecare. The increase in income for ILH and Homecare, together with increased income for our Directs Payment section and Mental Health first aid training provided in the year generated a surplus for the year for £148,717 from unrestricted funds. Our central costs were maintained at less than 15% of our income.

During the year SIL was awarded a contract by Herefordshire Council to provide mental health first aid training and over 200 people have benefitted from this training.

SIL has healthy reserves which are currently over £1m. These reserves are necessary because the Health and Social Care sector still faces significant challenges in both funding and in the retention and recruitment of staff. We will need reserves in future years to ensure that we can look after both our service users and our staff. During the year we allocated £25,000 of reserves to a Charitable Aim Fund. This will be used to fund projects to help service users, staff and other organisations improve independence and wellbeing.

During the year we had solar panels fitted to our building in Leominster. We have reduced our electricity bill significantly and now export electricity to the grid. Also, we presented our first Social Values Report showing where SIL delivers added value to our staff, service users and the wider community.

None of these achievements would be possible without our excellent workforce and I would like to take this opportunity to thank everyone who works for SIL. Without your support we would not be able to provide high quality services to the people we support.

I would also like to thank all of the people who use SIL's services. Without you there is no SIL. I really appreciate how you engage with the organisation, working with your support staff and attending the events we host throughout the year.

Finally, I would like to recognise the work of the SIL trustees. We have seven trustees who are volunteers and give a significant amount of time to ensure that the organisation is run well. Thank you for all that you do. I look forward to working with you all in the future.

**Euan McPherson**  
Chief Executive



# Celebrating SIL

March 23 - April 24



# Service Users Out and About



# Service Users Out and About



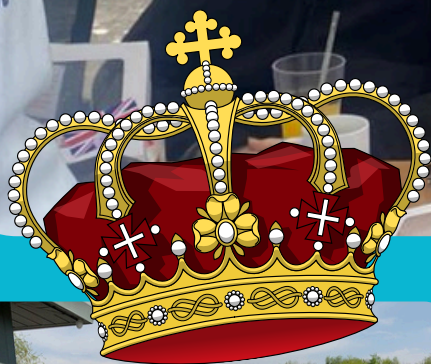


# Raising funds at SIL's Easter Extravaganza





# Celebrating the Coronation



you're  
**THE BEST**

Just a few of  
the many  
compliments

I called dad to ask how he got on this afternoon at the tea party. He was so happy and enthusiastic about it. He really enjoyed himself, thank you so much and I appreciate you all for making it happen. Dad doesn't like to go out without us and his family, so I am so glad he came and had a great afternoon

During my recent traumatic experience in hospital involving multiple visits at any hour of the day, support workers have appeared miraculously to accommodate these unusual circumstances. I've been getting up at 6am and going to bed at midnight. I would like to say a massive thank you to all members of my team and also the office staff that made things happen in the background. Thank you to the SIL family

THANK  
YOU  
😊

Well done for going above and beyond and creating a weekly food chart for service user SS to prevent food wastage. Good thinking and great planning

Thank you!

## Services for Independent Living

### Report of the Trustees for the Year Ended 31 March 2024

#### **OBJECTIVES AND ACTIVITIES**

##### **Our Charitable Objects**

To relieve disabled people and their family carers through the provision and promotion of services which foster independent living and improve their conditions of life, and which assist disabled people and their family carers to actively participate in and integrate into society.

##### **Our Vision (the change we would like to see)**

To enable people affected by disabilities to exercise choice and control, to live independent lives, and to actively participate in society.

##### **SIL's Mission**

The provider of choice for individual care and support, empowering people to lead an independent life.

##### **SIL's Guiding Principles:**

- Partnership - working with individuals, groups and organisations to share knowledge and improve outcomes for disabled people.
- Respect - for all.
- Innovation - adapting efficiently and effectively to change and embracing new technology.
- Diversity - to be accepting of all people, both within and outside SIL.
- Equality - for all
- Strength-based -maximising ability and not being constrained by disability.

##### **Achievement of Objectives 2023/24**

SIL supported nearly 400 people throughout Herefordshire in 2023/24 through the services above. The people who used SIL's services include people with physical disabilities, learning disabilities, mental health, older people, Acquired Brain Injuries and carers.

##### **Public benefit**

Trustees have carefully considered the public benefit duty and are satisfied that the organisation meets this requirement. All our activity is directed towards the benefit of disabled people and family carers with the aim of fostering equality through the provision of services and information.

##### **Services provided in pursuit of public benefit:**

- Independent living @ Home - domiciliary care service for people with complex support needs.
- SIL Homecare - general domiciliary care service.
- Employment law advice and information to disabled people employing their own staff through a direct payment.
- Payroll and financial management services to disabled people employing their own staff.
- Provision of Mental Health Training

## Services for Independent Living

### Report of the Trustees for the Year Ended 31 March 2024

#### **ACHIEVEMENT AND PERFORMANCE**

##### **Achievements and Successes in 2023/24**

Listed below are some of our achievements and successes during the year:

- Increased staff numbers during the year from 132 to 148 - a 12% increase.
- Increased the weekly hours provided by Homecare during the year by over 30%.
- Increased the weekly hours provided by ILH during the year by 10%.
- Maintained staff turnover and sickness at sector leading levels.
- Won the Herefordshire Times Health and Social Care Award for Best Place to Work for the second year in a row.
- Funded an 8% pay increase in March 2024, giving an increase of nearly 30% over the last three years.
- Achieved a surplus for the year of £148,717 for unrestricted funds.
- Maintained a CQC rating of Good across all areas.
- Provided mental health training for Herefordshire Council, for 25 different organisations and for over 200 individuals.
- Incorporated the Herefordshire Men's Mental Health group into the SIL governance and reporting structure.
- Prepared a Social Value Annual Report showing where SIL has gone above and beyond to deliver additional value to our staff, service users and the wider community.
- Set up a Charitable Aims Fund for £25,000 to fund projects to help service users, staff and other organisations improve independence or well being.
- Developed links with the New Model Institute for Technology and Engineering.

#### **FINANCIAL REVIEW**

##### **Financial position**

The charity achieved a surplus of £157,428 in the year to 31st March 2024, compared to a surplus of £5,146 in the previous year. A surplus of £148,717 was made on unrestricted funds and a surplus of £8,711 on restricted funds.

##### **Principal funding sources**

The main source of income for SIL is from charitable activities provided for service users. These services provide individual care and support for disabled and older people, empowering them to lead an independent life.

- Herefordshire Council	54% of income
- Health Service	18%
- Service Users with Direct Payment accounts	22%
- Private Funders	6%

##### **Investment policy and objectives**

During the year SIL earned £15,369 on investments. The average investment balance in the year was £516,000 and the average rate of return was 3%. An Investment Report is presented monthly to Finance Committee.

SIL has adopted an ethical investment policy to ensure that its investments do not conflict with the organisation's aims. The Trustees have agreed a list of approved banks and building societies that funds will be invested in. The Trustees have noted that the rate of return may be less from using the approved list, rather than going to the full market.

Surplus funds held by SIL will be invested prudently with regard to security, liquidity and return. No investments will be made for more than 95 days notice without the approval of the Trustees. SIL will maximise the return from investments ensuring security and liquidity and only using the approved list for investments.

In 2023/24 interest earned from investments was £15,369, compared to £4,439 the previous year. This is due to the increase in interest rates during this period. Over the last two years the Bank of England interest rate increased from 0.75% to 5.25%.

There was no borrowing during 2023/24 and there is no intention to borrow in 2024/25.

## FINANCIAL REVIEW

### Reserves policy

The total funds held by the charity at 31st March 2024 amounted to £1,230,655 (2023 - £1,073,228). This included restricted funds of £53,455 relating to the Third Party Provider and the Herefordshire Men's Mental Health Group and £25,000 designated funds for SIL's Charitable Aims Fund.

Free reserves, which include the amount of unrestricted funds at the year end excluding tangible fixed assets amounted to £730,192 (2023 - £629,052).

The Trustees have decided that the unrestricted funds which have not been designated for a specific use, together with the value of the head office building, should be maintained at a level to cover the total cost of closure. The Trustees consider that this is a responsible way to maintain reserves and this level of reserve has been maintained throughout the year.

### Annual Risk Assessment

SIL currently has three red risks with a combined score for likelihood and impact between 16 and 25. These risks relate to the rates paid by the Council for care and to the retention and recruitment of staff.

Risk	Likelihood	Impact	Score	Mitigation
The rates paid by the Council do not cover the cost of providing care	5	4	20	A significant proportion of services are provided to Herefordshire Council. At present the rates paid by the Council do not reflect the hourly cost of care. The Council published a Cost of Care Report which shows that the rates paid are significantly under the median cost of care. We will seek to engage with the Council to discuss the rates paid for care.
National Living Wage increases lead to retention and recruitment issues as staff find other sectors more attractive financially	5	4	20	Investment in developing a full range of staff benefits: sick pay, welfare visits and support, training offer, mental health support, physical wellbeing programme, supervision and support, social events.
Retention and recruitment of key staff (particularly support workers) and the ability to plan succession with a fluid and expanding organisation	4	4	16	Recruitment of key staff is essential to the ongoing stability and growth of the organisation. The availability of support workers has a direct impact on our ability to grow our Homecare and ILH services. We pay competitive rates and have done a lot of work on employee wellbeing and support, which has reduced staff turnover and enabled us to be seen as an employer of choice in our sector.

### PLANS AND PRIORITIES FOR 2024/25

Our strategy for 2024/25 includes the following:

- To be the employer of choice for our sector in the localities in which we operate and improve the number of staff we recruit and retain.
- To be the provider of choice for our sector in the localities in which we operate, increasing the number of customers we support.
- To ensure a financial surplus is achieved for the year, to support the Charitable Aims Fund.
- To maintain at least a "Good" rating from CQC and aim to achieve Outstanding for all regulated services.
- To be able to demonstrate that we are increasing the ways in which we enhance the lives of disabled people and to meet our charitable aims through the use of SILs charitable funds and service provision.
- To engage with the Council and the ICB (Integrated Care Board) to build positive long-term working relationships.
- To develop our knowledge understanding and presentation of SIL's social value.
- To embed staff and service users feedback as a central part of reporting and development.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

### **Charity constitution**

The charity is also a Company Limited by Guarantee and is therefore governed by Articles of association. It was incorporated on 24th December 2002. Registered charity status was obtained on 15th August 2003. SIL works with all disabled and older people who can benefit from our services.

### **Recruitment and appointment of new trustees**

SIL uses various channels to attract and identify Trustees with the skills and knowledge to effectively direct the affairs of the charity, including external adverts.

Prospective trustees complete an application form and a declaration of eligibility and have an interview with the Chair and Chief Executive. They are invited to three Board meetings, where they have speaking rights, but not voting rights and they are supplied with a role description, person specification and "The Essential Trustee" guide. Post Board approval they sign a Contract/Code of Conduct and Register of Interests. Access needs are determined in order to provide appropriate support and equipment. A comprehensive induction is provided.

In 2023/24 the Trustees provided good attendance at all meetings.

### **Evaluation of Board Performance**

During 2023/24 Board meetings were held every two months and Finance Committee meetings were held monthly. Development Sessions were held every two months, including a session specifically to evaluate Board performance. All trustees have attended at least the minimum number of meetings.

### **Quality and Impact**

- CQC Rating - Good
- Disability Confident Leader Employer
- ACAS Model Workplace

### **Governance**

Consistent with our vision SIL is a service user led/controlled organisation, having at least 50% disabled trustees, or family carers. A register of interest is maintained and declarations of potential conflicts of interests are a standing agenda item at Board meetings. The Trustees also operate a Finance Committee which reports to the Board and have Development Sessions every two months.

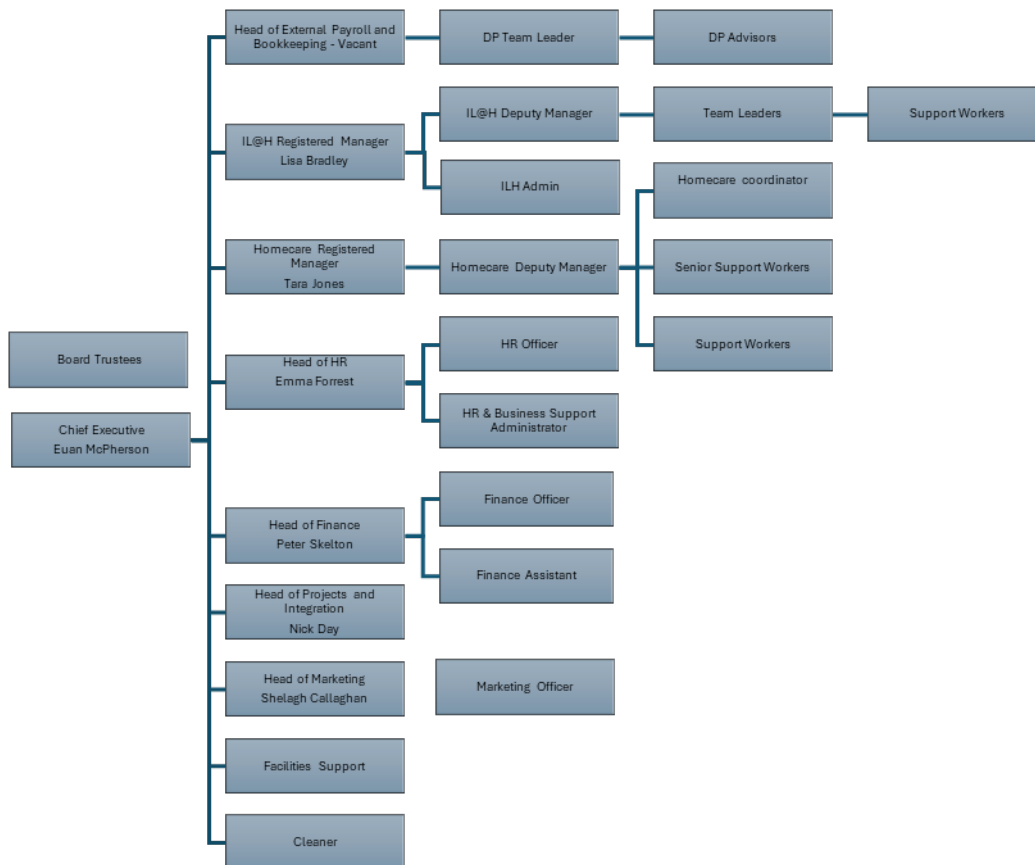
### **Organisational structure**

SIL promotes the employment of disabled people in line with our guiding principles, and guarantees a job interview to disabled candidates meeting the essential criteria. Approximately 25% of staff are either disabled or have substantial caring responsibilities. Our target is to achieve 30%. SIL holds the Disability Confident Leader Award.

Staff are based at Head Office in Leominster. The Trustees delegate day-to-day management to the Chief Executive, who heads a senior management team comprising Heads of Service (for ILH, for Homecare and for Direct Payments), Head of HR, Head of Finance, Head of Marketing and Head of Projects and Initiatives. The senior management team report to Board on a regular basis. The remuneration of key personnel is set by the Board of Trustees.

At 31st March 2024 SIL employed a headcount total of 148 staff - 129 (87%) of whom were providing services and 19 (13%) support staff.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**



**Induction and training of new trustees**

New trustees receive a Trustee Welcome Pack and meet with the Chief Executive and each of the senior managers. They also receive on line training through The National Council of Voluntary Organisations (NCVO).

**Key management remuneration**

The annual pay increase for all staff is approved by the Trustees. Any other changes to the pay for senior managers would be approved by the Board of Trustees.

**Memberships**

SIL is a member of the following organisations and alliances:

- Homecare Association
- National Council of Voluntary Organisations
- Disability Rights UK
- Dementia Action Alliance
- Making it Real (Think Local Act Personal)
- Herefordshire Disability United
- Herefordshire Voluntary Organisations Support Services (HVOSS)

SIL is a signatory to the Social Care Commitment; a promise to provide high quality social care

**Risk management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Services for Independent Living

Report of the Trustees  
for the Year Ended 31 March 2024

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**  
04624968 (England and Wales)

**Registered Charity number**  
1099020

**Registered office**  
1 Owen Way  
Leominster Enterprise Park  
Leominster  
Herefordshire  
HR6 0LA

**Trustees**  
A Higham  
D Hughes  
V L Manley (appointed 5.10.23)  
T R Misselbrook  
J Rogers  
S J Smalley (appointed 5.10.23) (resigned 8.2.24)  
J Thornby

**Senior Management**  
E McPherson - Chief Executive Officer  
P Skelton - Head of Finance

**Company Secretary**  
E McPherson

**Auditors**  
Thorne Widgey Accountancy Ltd  
Chartered Accountants  
Statutory Auditors  
2 Wyevale Business Park  
Kings Acre  
Hereford  
Herefordshire  
HR4 7BS

**Bankers**  
Unity Trust Bank Plc  
Nine Brindleyplace  
Birmingham  
B1 2HB

**AUDITORS**

The auditors, Thorne Widgey Accountancy Ltd, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on ..... and signed on its behalf by:

.....  
A Higham - Trustee



## Services for Independent Living

### Statement of Trustees' Responsibilities for the Year Ended 31 March 2024

The trustees (who are also the directors of Services for Independent Living for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

## Report of the Independent Auditors to the Trustees of Services for Independent Living

### **Opinion**

We have audited the financial statements of Services for Independent Living (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 21 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Report of the Independent Auditors to the Trustees of  
Services for Independent Living

**Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Our responsibilities for the audit of the financial statements**

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- the nature of the industry and sector, control environment and business performance
- results of our enquiries of management about their own identification and assessment of the risks of irregularities
- any matters we identified having obtained and reviewed the policies and procedures relating to:
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations
- the matters discussed among the audit engagement team and involving internal specialists, regarding how and where fraud might occur in the financial statements and any potential indicators of fraud

As a result of these procedures we considered the opportunities that may exist within the organisation for fraud and identified the greatest potential for fraud in income, which was raised as a key audit matter in the current year. In common with all UK audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework the organisation operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context include the Companies Act, Charities Act and Charities SORP and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the organisation's ability to operate. These include health and safety.

In addition to the above, our procedures to respond to risks identified include the following:

- reviewing the financial statements disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having an effect in the financial statements
- enquiring of management concerning actual and potential litigation claims
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatements due to fraud
- reading minutes of meetings of those charged with governance
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing with their judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant laws and regulations and potential fraud risks to all engagement team members, including internal specialists and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Report of the Independent Auditors to the Trustees of  
Services for Independent Living

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Thorne Widgey Accountancy Ltd  
Chartered Accountants  
Statutory Auditors  
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006  
2 Wyevale Business Park  
Kings Acre  
Hereford  
Herefordshire  
HR4 7BS

Date: .....

Services for Independent Living

Statement of Financial Activities  
(Incorporating an Income and Expenditure Account)  
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	2,635	8,694	11,329	39,656
<b>Charitable activities</b>					
ILH	4	2,303,749	-	2,303,749	1,965,787
Mental Health Training		33,333	-	33,333	-
Homecare		672,096	-	672,096	473,185
Third Party Provider Service		-	208,905	208,905	208,335
Hereford DPSS		232,662	-	232,662	204,213
Investment income	3	15,368	-	15,368	4,439
<b>Total</b>		<u>3,259,843</u>	<u>217,599</u>	<u>3,477,442</u>	<u>2,895,615</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>					
ILH	5	2,266,402	-	2,266,402	1,985,947
Mental Health Training		6,911	-	6,911	-
Hereford Men's Mental Health Group		-	12,169	12,169	5,323
Homecare		671,909	-	671,909	533,969
Third Party Provider Service		-	196,170	196,170	208,335
Hereford DPSS		165,904	-	165,904	156,894
Other		-	549	549	-
<b>Total</b>		<u>3,111,126</u>	<u>208,888</u>	<u>3,320,014</u>	<u>2,890,468</u>
<b>NET INCOME</b>		148,717	8,711	157,428	5,147
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		1,028,484	44,744	1,073,228	1,068,081
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>1,177,201</u>	<u>53,455</u>	<u>1,230,656</u>	<u>1,073,228</u>

**CONTINUING OPERATIONS**

All income and expenditure has arisen from continuing activities.

Services for Independent Living

Balance Sheet  
31 March 2024

	Notes	31.3.24 £	31.3.23 £
<b>FIXED ASSETS</b>			
Intangible assets	11	-	2,604
Tangible assets	12	<u>422,009</u>	<u>396,827</u>
		422,009	399,431
<b>CURRENT ASSETS</b>			
Debtors	13	415,887	294,642
Investments	14	316,315	171,620
Cash at bank		<u>557,096</u>	<u>555,320</u>
		1,289,298	1,021,582
<b>CREDITORS</b>			
Amounts falling due within one year	15	(480,651)	(347,785)
		<u>808,647</u>	<u>673,797</u>
<b>NET CURRENT ASSETS</b>		<u>808,647</u>	<u>673,797</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>1,230,656</u>	<u>1,073,228</u>
<b>NET ASSETS</b>		<u>1,230,656</u>	<u>1,073,228</u>
<b>FUNDS</b>	17		
Unrestricted funds		1,177,201	1,028,484
Restricted funds		<u>53,455</u>	<u>44,744</u>
<b>TOTAL FUNDS</b>		<u>1,230,656</u>	<u>1,073,228</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

Services for Independent Living

Balance Sheet - continued

31 March 2024

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on ..... and were signed on its behalf by:

.....  
A Higham - Trustee



Services for Independent Living

Cash Flow Statement  
for the Year Ended 31 March 2024

	Notes	31.3.24 £	31.3.23 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	<u>176,576</u>	<u>179,307</u>
Net cash provided by operating activities		<u>176,576</u>	<u>179,307</u>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		(45,473)	(3,659)
Invested into unlisted investments		(144,695)	123,932
Interest received		<u>15,368</u>	<u>4,439</u>
Net cash (used in)/provided by investing activities		<u>(174,800)</u>	<u>124,712</u>
<b>Change in cash and cash equivalents in the reporting period</b>		1,776	304,019
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>555,320</u>	<u>251,301</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u>557,096</u>	<u>555,320</u>

The notes form part of these financial statements

Services for Independent Living

Notes to the Cash Flow Statement  
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES			
	31.3.24		31.3.23
	£		£
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	157,428		5,147
<b>Adjustments for:</b>			
Depreciation charges	22,895		30,591
Interest received	(15,368)		(4,439)
Increase in debtors	(121,245)		(9,755)
Increase in creditors	<u>132,866</u>		<u>157,763</u>
<b>Net cash provided by operations</b>	<u>176,576</u>		<u>179,307</u>
2. ANALYSIS OF CHANGES IN NET FUNDS			
	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
<b>Net cash</b>			
Cash at bank and in hand	<u>555,320</u>	<u>1,776</u>	<u>557,096</u>
	<u>555,320</u>	<u>1,776</u>	<u>557,096</u>
<b>Liquid resources</b>			
Deposits included in cash	-	-	-
Current asset investments	<u>171,620</u>	<u>144,695</u>	<u>316,315</u>
	<u>171,620</u>	<u>144,695</u>	<u>316,315</u>
<b>Total</b>	<u>726,940</u>	<u>146,471</u>	<u>873,411</u>

1. **ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

**Going concern**

The Trustees have assessed whether the use of the going concern basis is appropriate particularly after taking account of the impact of the current external financial environment. They have re-assessed the business plans, income and expenditure projections, and taken the Charity's reserve levels into account. Their conclusion is that there is no doubt about the Charity's ability to continue operating as a going concern.

The Trustees have made this assessment for a period of a least one year from the date of approving the financial statements and are assured that the Charity has adequate resources to continue to operate for the foreseeable future.

The Charity therefore continues to adopt the going concern basis in preparing its financial statements.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

Investment income is included when receivable.

Incoming resources from charitable trading activity are accounted for when earned.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

1. **ACCOUNTING POLICIES - continued**

**Goodwill**

Goodwill, being the amount paid in connection with the acquisition of a business in 2020, is being amortised evenly over its estimated useful life of four years.

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property - 2% on cost  
Fixtures and fittings - Straight line over 4 years and Straight line over 10 years

Motor vehicles - Straight line over 4 years

**Revaluations**

Land and buildings are subject to a full revaluation exercise at least every three years. The last full valuation took place at 31st March 2022.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**Investments**

Investments are valued at mid-market price at the balance sheet date. Realised investment gains/losses represent the differences on sale of investments between the proceeds on sale and the opening market value and/or cost of additions in the period. Unrealised investment gains/losses represent the differences between the closing market value and the opening market value and/or cost of additions in the period.

**Debtors**

Trade and other debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid net of any discounts due.

**Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Services for Independent Living

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**2. DONATIONS AND LEGACIES**

	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
Donations	-	1,349	1,349	1,045
Grants	-	7,345	7,345	38,271
Other	<u>2,635</u>	<u>-</u>	<u>2,635</u>	<u>340</u>
	<u>2,635</u>	<u>8,694</u>	<u>11,329</u>	<u>39,656</u>

Grants received, included in the above, are as follows:

	31.3.24 £	31.3.23 £
Herefordshire Council Fair Cost of Care Grant	-	11,840
Herefordshire Council - Infection Control	-	7,230
Herefordshire Council Men's Mental Health	<u>7,345</u>	<u>19,201</u>
	<u>7,345</u>	<u>38,271</u>

**3. INVESTMENT INCOME**

	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
Deposit account interest	<u>15,368</u>	<u>-</u>	<u>15,368</u>	<u>4,439</u>

**4. INCOME FROM CHARITABLE ACTIVITIES**

	Activity	31.3.24 £	31.3.23 £
Care and support services	ILH	2,303,749	1,965,787
Care and support services	Mental Health Training	33,333	-
Care and support services	Homecare	672,096	473,185
Care and support services	Third Party Provider Service	208,905	208,335
Care and support services	Hereford DPSS	<u>232,662</u>	<u>204,213</u>
		<u>3,450,745</u>	<u>2,851,520</u>

Services for Independent Living

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
ILH	1,910,359	356,043	2,266,402
Mental Health Training	6,911	-	6,911
Hereford Men's Mental Health Group	12,169	-	12,169
Homecare	627,723	44,186	671,909
Third Party Provider Service	196,170	-	196,170
Hereford DPSS	121,718	44,186	165,904
Other	549	-	549
	<u>2,875,599</u>	<u>444,415</u>	<u>3,320,014</u>

6. SUPPORT COSTS

	Management £	Governance costs £	Totals £
ILH	342,060	13,983	356,043
Homecare	44,186	-	44,186
Hereford DPSS	<u>44,186</u>	<u>-</u>	<u>44,186</u>
	<u>430,432</u>	<u>13,983</u>	<u>444,415</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.24	31.3.23
	£	£
Auditors' remuneration	6,995	4,500
Depreciation - owned assets	20,291	24,340
Goodwill amortisation	<u>2,604</u>	<u>6,250</u>

**8. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**Trustees' expenses**

2 (2023: 1) trustee was reimbursed £296 ( 2023: £1,950) for travel and other expenses.

**9. STAFF COSTS**

	31.3.24	31.3.23
	£	£
Wages and salaries	2,692,900	2,336,684
Social security costs	206,965	190,755
Other pension costs	<u>63,701</u>	<u>58,301</u>
	<u><u>2,963,566</u></u>	<u><u>2,585,740</u></u>

The average monthly number of employees during the year was as follows:

	31.3.24	31.3.23
Direct charitable activities	129	114
Support	<u>12</u>	<u>12</u>
	<u><u>141</u></u>	<u><u>126</u></u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.3.24	31.3.23
£60,001 - £70,000	<u><u>1</u></u>	<u><u>-</u></u>

Remuneration of key management personnel totalled £97,002 (2023: £90,916 ) for the year.

**10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	340	39,316	39,656
<b>Charitable activities</b>			
ILH	1,965,787	-	1,965,787
Homecare	473,185	-	473,185
Third Party Provider Service	-	208,335	208,335
Hereford DPSS	204,213	-	204,213
Investment income	<u>4,439</u>	<u>-</u>	<u>4,439</u>
<b>Total</b>	<u><u>2,647,964</u></u>	<u><u>247,651</u></u>	<u><u>2,895,615</u></u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
ILH	1,955,923	30,024	1,985,947
Hereford Men's Mental Health Group	-	5,323	5,323
Homecare	533,969	-	533,969
Third Party Provider Service	-	208,335	208,335

Services for Independent Living

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

<b>10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued</b>					
		Unrestricted funds £	Restricted funds £	Total funds £	
Hereford DPSS		<u>156,398</u>	<u>496</u>	<u>156,894</u>	
<b>Total</b>		<u>2,646,290</u>	<u>244,178</u>	<u>2,890,468</u>	
<b>NET INCOME</b>		1,674	3,473	5,147	
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>1,026,810</u>	<u>41,271</u>	<u>1,068,081</u>	
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>1,028,484</u>	<u>44,744</u>	<u>1,073,228</u>	
<b>11. INTANGIBLE FIXED ASSETS</b>				Goodwill £	
<b>COST</b>					
At 1 April 2023 and 31 March 2024				<u>25,000</u>	
<b>AMORTISATION</b>					
At 1 April 2023				22,396	
Charge for year				<u>2,604</u>	
At 31 March 2024				<u>25,000</u>	
<b>NET BOOK VALUE</b>					
At 31 March 2024				<u>-</u>	
At 31 March 2023				<u>2,604</u>	
<b>12. TANGIBLE FIXED ASSETS</b>					
		Freehold property £	Fixtures and fittings £	Motor vehicles £	Totals £
<b>COST</b>					
At 1 April 2023		459,761	82,247	15,250	557,258
Additions		<u>-</u>	<u>45,473</u>	<u>-</u>	<u>45,473</u>
At 31 March 2024		<u>459,761</u>	<u>127,720</u>	<u>15,250</u>	<u>602,731</u>
<b>DEPRECIATION</b>					
At 1 April 2023		81,680	65,338	13,413	160,431
Charge for year		<u>6,924</u>	<u>11,530</u>	<u>1,837</u>	<u>20,291</u>
At 31 March 2024		<u>88,604</u>	<u>76,868</u>	<u>15,250</u>	<u>180,722</u>
<b>NET BOOK VALUE</b>					
At 31 March 2024		<u>371,157</u>	<u>50,852</u>	<u>-</u>	<u>422,009</u>
At 31 March 2023		<u>378,081</u>	<u>16,909</u>	<u>1,837</u>	<u>396,827</u>



Services for Independent Living

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

12. TANGIBLE FIXED ASSETS - continued

Included in cost or valuation of land and buildings is freehold land of £113,833 which is not depreciated.

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade debtors	329,016	219,159
Other debtors	65,407	55,209
Prepayments and accrued income	<u>21,464</u>	<u>20,274</u>
	<u>415,887</u>	<u>294,642</u>

14. CURRENT ASSET INVESTMENTS

	31.3.24	31.3.23
	£	£
Unlisted investments	<u>316,315</u>	<u>171,620</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	9,923	640
Social security and other taxes	46,042	38,814
VAT	14,788	9,744
Other creditors	13,111	9,643
Client accounts	275,023	198,714
Accruals and deferred income	<u>121,764</u>	<u>90,230</u>
	<u>480,651</u>	<u>347,785</u>

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	31.3.24 Total funds	31.3.23 Total funds
	£	£	£	£
Fixed assets	422,009	-	422,009	399,431
Current assets	1,234,841	54,457	1,289,298	1,021,582
Current liabilities	<u>(479,649)</u>	<u>(1,002)</u>	<u>(480,651)</u>	<u>(347,785)</u>
	<u>1,177,201</u>	<u>53,455</u>	<u>1,230,656</u>	<u>1,073,228</u>

Services for Independent Living

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

17. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
<b>Unrestricted funds</b>				
General fund	1,028,484	148,717	(25,000)	1,152,201
Designated Charitable Aims Fund	-	-	25,000	25,000
	<u>1,028,484</u>	<u>148,717</u>	<u>-</u>	<u>1,177,201</u>
<b>Restricted funds</b>				
Megan Baker House Ltd	549	(549)	-	-
Hereford Men's Mental Health Group	13,878	(3,475)	-	10,403
Third Party Provider Service	30,317	12,735	-	43,052
	<u>44,744</u>	<u>8,711</u>	<u>-</u>	<u>53,455</u>
<b>TOTAL FUNDS</b>	<u>1,073,228</u>	<u>157,428</u>	<u>-</u>	<u>1,230,656</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	3,259,843	(3,111,126)	148,717
<b>Restricted funds</b>			
Megan Baker House Ltd	-	(549)	(549)
Hereford Men's Mental Health Group	8,694	(12,169)	(3,475)
Third Party Provider Service	208,905	(196,170)	12,735
	<u>217,599</u>	<u>(208,888)</u>	<u>8,711</u>
<b>TOTAL FUNDS</b>	<u>3,477,442</u>	<u>(3,320,014)</u>	<u>157,428</u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
<b>Unrestricted funds</b>			
General fund	1,026,810	1,674	1,028,484
<b>Restricted funds</b>			
Megan Baker House Ltd	-	549	549
Hereford Men's Mental Health Group	-	13,878	13,878
Infection Control	9,346	(9,346)	-
Workforce Recruitment and Retention	15,167	(15,167)	-
Third Party Provider Service	16,758	13,559	30,317
	<u>41,271</u>	<u>3,473</u>	<u>44,744</u>
<b>TOTAL FUNDS</b>	<u>1,068,081</u>	<u>5,147</u>	<u>1,073,228</u>